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Own the User Experience: Provide Discovery for Your Users

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Own the User Experience: Provide Discovery for Your Users

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University of Michigan Library

LITA Forum - November 10, 2017

Overview

- Where we were (and are)
- Where we're going
- Why
- How
- What's next
- Questions to think about in your environment

What We Mean by “Discovery System”

- Index
- Interface
- Analytics
- API

What We Gave Ourselves

An organic set of discovery tools...

...with poor consistency...

...with different user experiences...

...that we now know has to go.

Current Discovery Interfaces: Mirlyn

Mirlyn Catalog

Search Tools • ArticlesPlus • MGet It • I.L.L. • Ask a Librarian

My Account • ★ Favorites • Login

Library

Clear history All Fields Find Search in: All Libraries

☐ Limit to Available online ☐ Include Search only (no full text)

Search Tips Advanced

Refine Search

Subject

United States (134462)
Electronic books (101640)
Great Britain (88194)
Economics (64083)
Economics History Sources (58843)
more...

Academic Discipline

Humanities (1036893)
International Studies (782803)
Social Sciences (404737)
European Studies (367137)
History (General) (348542)
more...

Format

Book (2085228)
Biography (169674)
Microform (111707)
Conference (50133)
Serial (50029)
more...

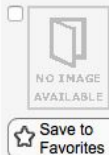
Try our new beta search

See your results for all fields:history in our new beta search. Stay awhile and try out some other searches while you're there!

Showing 1 - 20 of 2175337 Results for all fields:history

For Selected Items (0): List | Email | Export | Clear | Save Selected to Favorites

1 2 3 4 5 6 7 8 9 10 11 Next » [108767]



History.

Published: 1972
Journal

Location	Status	Call Number / Description
UM-Flint Periodicals	On shelf	Shelved by title



History.

History (Historical Association (Great Britain))
by History (Historical Association (Great Britain))
Published: 1912
Journal

Location	Status	Call Number / Description
UM-Flint Periodicals	On shelf	Shelved by title

Current Discovery Interfaces: MLibrary Search

Try our new beta search

See your results for [history](#) in our new beta search. Stay awhile and try out some other searches while you're there!

Catalog (Mirlyn)

[History](#)

Author: Historical Association (Great Britain)

Published: 1912

Format: Journal

[History](#)

Author: Bower, Helen C.

Published: 1929

Format: Book

[History](#)

Author: Michigan Federation of Business and Professional Women's Clubs.

Published: 1940

Format: Book

Databases

[Primary Sources in U.S. History: Guides to Microforms](#)

An index to numerous microfilm collections of primary documents on U.S. history.

[History of Art Department, Visual Resources Collections](#)

Includes over 70,000 digitized images selected from the UM History of Art's collection of over 750,000 slides & photographs.

[Shoah Foundation's Visual History Archive \(full access\)](#)

The Visual History Archive contains 52,000 digitized video interviews with holocaust survivors. Interviewees are

Research Help

Ask a Librarian >

Talk to a Specialist about History



[Loyd Gitari Mbabu](#)


Librarian for African Studies and History
(734) 764-7289
imbabu@umich.edu

Research Guides

[History 202: Doing History](#)

[PUBPOL495 : Policy History for](#)

Current Discovery Interfaces: ArticlesPlus



AccessibilityMy Account★ FavoritesLog in

ServicesLibraries & DepartmentsAboutMGet ItSearch ToolsCatalog (Mirlyn)

SearchMLibraryArticlesPlusCatalog

historySearch

Browse- Recommended Resources by Subject -

AskGet Help

ArticlesPlus

> About ArticlesPlus
> Advanced Search

Refine Search

☐ Limit to articles from scholarly journals

☐ Exclude newspaper articles

☐ Limit to articles with full text online

☐ Add results beyond this library's holdings

Publication Date

2010-present (20921555)

2000-2009 (20024996)

1990-1999 (11047888)

up to 1949 (7155904)

1980-1989 (4180786)

1970-1979 (2051881)

more...

Format

Try our new beta search


See your results for [history](#) in our new beta search. Stay awhile and try out some other searches while you're there!

Recommendation: We found some specialized collections that might help you ...


- [17th-18th century Burney Collection newspapers](#)
- [Expanded academic ASAP](#)

Your ArticlesPlus Search for 'history' found **68271465** results. Showing 1 - 20.

Sort: Relevance


 Save to Favorites


化学史研究 : The Journal of the Japanese Society for the History of Chemistry
by 化学史学会, 化学史研究会, 化学史学会 編
Date: 1974
Format: Journal

 MGet It

Full Text Online

Full text link not working?





@varnum @vacekrae @UMichLibrary

Current Discovery Interfaces: Search Tools

Search MLibrary ArticlesPlus Catalog **Browse**

- Recommended Resources by Subject - [Get Help](#)

Search Tools

[Home](#) > [Search Tools](#) > [Databases](#) > Search

Search Tools

Try our new beta search
See your results for [history](#) in our new beta search. Stay awhile and try out some other searches while you're there!

Search Databases

Search for databases matching

history In Title Sort by relevance

— ▶ [More search options](#)

Problem accessing a database? See if it's a known problem at [Library Outages](#) or contact [Ask a Librarian](#) for assistance.

Showing database records 1 to 50 of 93.

« first ‹ prev 1 2 next › last »

Save to Favorites

Primary Sources in U.S. History: Guides to Microforms

An index to numerous microfilm collections of primary documents on U.S. history.

Database type: Catalog

Stable URL : <http://www.lib.umich.edu/database/link/8821>

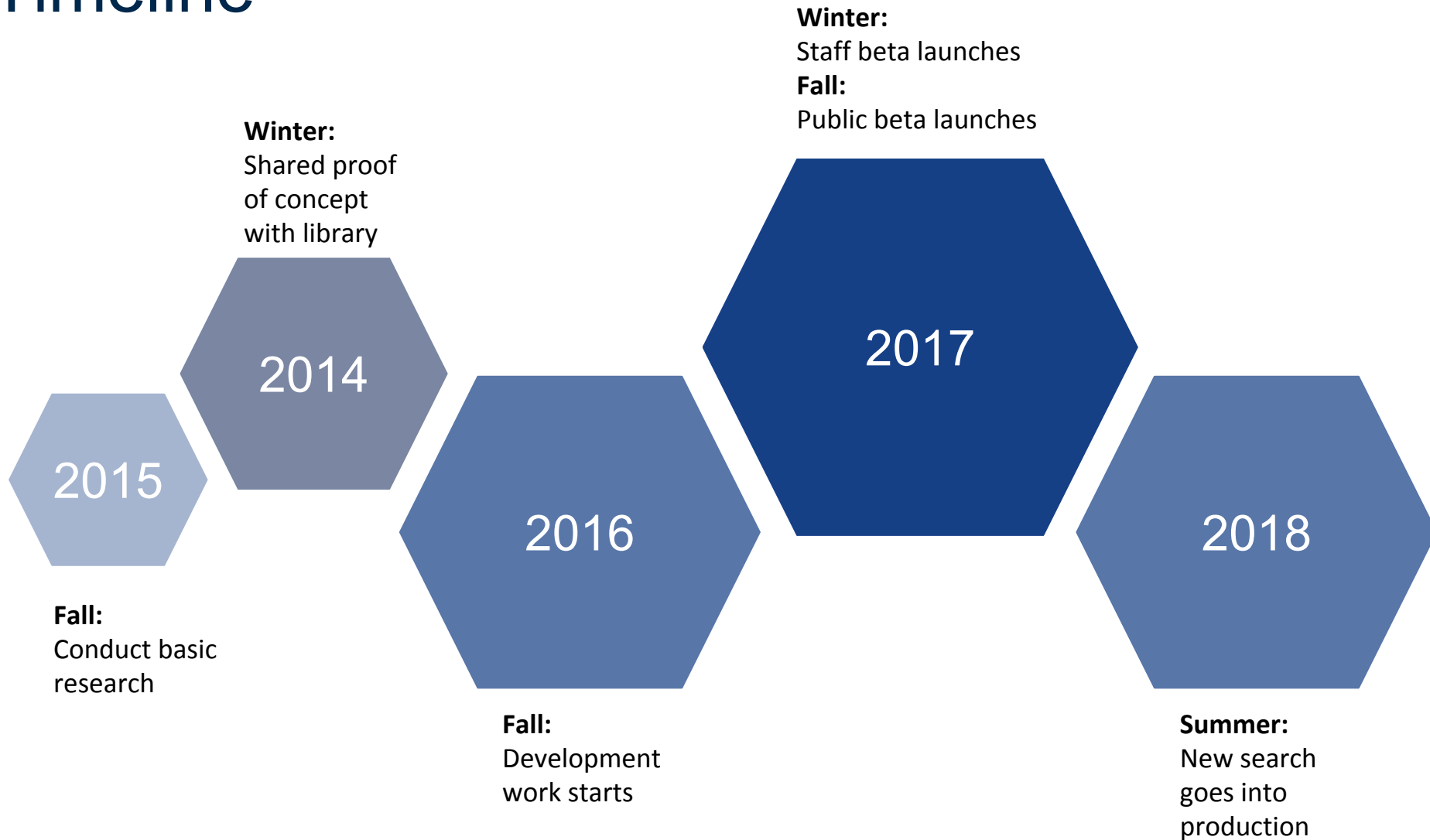


And now for something
completely different.

A Demo is Worth 1000 Words (or 150 well-chosen curses)

<https://search.lib.umich.edu/>

Timeline



Project Team



Ken Varnum
Project
Management



Heidi Burkhardt
UX and Content
Strategy



Ben Howell
UX and
Accessibility



Rachel Vacek
Advocate, Cheerleader,
Remover of Barriers,
Mother of Dragons



Albert Bertram
Back-End
Development



Jon Earley
Front-End
Development
and Accessibility



Bridget Burke
Front-End
Development
and Accessibility



Trevor Dobias
User Interface
Design

New Discovery Environment

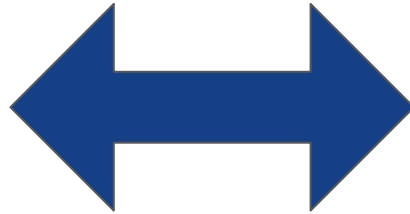
Highlights

- Enables detailed usage information to contribute to library and learning analytics
- Better understanding of how our resources are used
- Improved ability to expose our resources and expertise with the campus
- Frees up instructional librarians to spend more time on information literacy and less on how to use the tool
- Accessibility and responsive design improve experience for all users

Roadmap -- Now to Launch (May 2018)

Features

- Work with search results
- Guide the user
- Alternate displays
- Favorites



UX Research

- Interfaces & interactions
- Mobile interface
- Accessibility
- Analytics

Roadmap -- Post-Launch

Features

- New books tool
- Additional sources
- Personalized bento box results
- Discovery of additional resources as well as relevant locations, services, and events tied to search results
- Allow for build-your-own bento box from anything we offer

...and ongoing UX research

Technical Specs

Tools

- Ruby
 - Rails
 - Blacklight *
- Front-end JavaScript
 - React
 - Pride **

APIs

- Summon
- Solr
- Custom APIs for Aleph holdings

Search application: <https://github.com/mlibrary/search>

* <https://github.com/cul/clio-spectrum>

** <https://github.com/mlibrary/pride>



How did we get here?

UX Research -- How we got started

- “Old” and new research
 - Reviewed user research from previous 4 years
 - Partnership with Deirdre Costello and EBSCO UX Team to conduct contextual inquiries
 - Conducted additional user testing on existing search interface
 - Analytics data and search logs
- Created tons of wireframes
- Conducted usability testing on new wireframes

Usability Testing

- Utilized task-based, guerilla, and contextual methods
 - Initially with paper and clickable prototypes, then on developed interfaces
 - Focused on specific feature sets and data stores
- Recruited from different user groups
 - Advanced, beginner
 - Students, faculty, staff
 - Student organizations
 - Allies across campus
- Subject experts helped identify participants
- Used candy, gift cards, and swag as incentives
- Student interns helped run tests and analyze results

UX Successes

- Iterative process
 - Put prototypes in front of stakeholders and users more quickly to inform design changes
 - Set up feedback mechanisms for library staff to provide feedback
- Relationships
 - Improved credibility with other library staff by including them in usability tests and sharing results frequently
 - Shared understanding on project team
 - Recruited repeat participants for different studies - they ❤️ libraries



Questions to Think About In YOUR environment

Politics & Governance

- Spoiler alert: Everyone has an interest in discovery
- Library created a project “steering team” with about a dozen members from across the library
- The active “project team” is part of the steering team, but is the group of us that is doing the research & development

Communication

- Alpha “road show” -- met with roughly 50% of library staff to explain approach & build support
- Regular all-staff emails about progress
- Frequent solicitations for feedback
- Campus communication
 - Links on current search tools
 - Campus daily news (week of 11/6)

Resources (people)

It has taken us a lot of FTE over the past 9 months!

- 2 front-end developers
- 1 back-end developer
- 1 designer
- 1 user experience researcher
- 1 content expert
- 1 project manager

These people weren't as free to take on many other projects.

Resources (tools, etc.)

- Confluence
- JIRA Service Desk
- JIRA Software
- GitHub
- InVision
- Slack

Time

**“You can use an eraser
on the drafting table
or a sledgehammer
on the construction site.”**

- Frank Lloyd Wright

Questions?



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University of Michigan Library GitHub site
<https://github.com/mlibrary>